

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

February 14, 2023

Pharmacy Shortage and Backorder Updates

By Peter Aiello and Joe Burczynski

Recent pharmaceutical supply chain disruptions have increased national drug shortages dramatically, which can compromise or delay medical treatment and increase the overall risk of medication errors. Raw material shortages, manufacturing and quality problems, transportation delays and low profit margin product discontinuations have become routine.

The Chief Medical Officer and Upstate Pharmacy leadership are seeking to keep our Upstate clinicians informed about the most critical drug shortages affecting our organization and offer substitutions whenever possible. Please see the information below. We will provide updates as they are available.



Drug	Description	Possible Product Alternative Recommendations
CURRENT BACKORDERS		
Albuterol-Ipratropium (DuoNeb) ampules	Backordered, possible resolution in 1-2 weeks.	If necessary - will roll out a linked order panel in Epic with separate albuterol + ipratropium orders and instructions to mix and give together.
Ketamine	Backorder across all strengths available. There may be times when pharmacy may not be able fulfill orders for this agent.	Benzodiazepines Barbiturates Propofol Etomidate Opioids
Albuterol 5mg/1mL (concentrated) vials and 2.5mg/0.5mL ampules	Backordered from the sole-source manufacturer, Nephron Pharmaceuticals.	Small quantity of 2.5mg/0.5mL ampules available for hyperkalemia patients. Utilize 2.5mg/3mL (standard concentration) albuterol for all other uses at this time.

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BCG vials	Small sporadic releases from manufacturers on an inconsistent basis.	None
Lidocaine with epinephrine	Backordered across all strengths available. Please be patient when obtaining vials – currently not loaded to most Pyxis machines to conserve supply.	Lidocaine without epinephrine Bupivacaine with epinephrine
Epinephrine 1mg/10mL bristojet syringes (emergency syringes)	Backordered, currently have supply to stock emergency carts.	<u>If necessary</u> - As has been utilized previously – epinephrine vials + 10mL syringe and diluent.
Sodium bicarbonate bristojet 50meq/50mL syringes (emergency syringes)	Backordered.	<u>If necessary</u> – Substitute sodium bicarbonate 50meq/50mL vials instead of syringes.
RESOLVED BACKORDERS		
Antibiotic suspensions	Pharmacy able to obtain most antibiotic suspensions (amoxicillin, amoxicillin-clavulanate, cephalexin, etc.). Some outpatient/chain pharmacies may still have supply issues for outpatient prescriptions.	If concern that patient may not be able to obtain an outpatient prescription, please contact the community pharmacy prior to sending a prescription.
Iohexol (Omnipaque) 240mg vials	Resolving, GE Healthcare allocating supply to hospitals at this point.	Utilize different vial sizes and working with our colleagues in Radiology to conserve supply.

Ortho CoCare Education

By Lia Fischi

What is Ortho CoCare? Integrating a geriatrics approach into the care of patients (65 and older) with traumatic hip fractures at both campuses to improve outcomes and quality of care.

- **Exclusions:** pathologic fractures and patients admitted to Trauma Service

Issue resolved with this education: Assist with the easy identification of Ortho CoCare patients for the entire care team through all phases of care to assist with program goals for best patient outcomes, such as:

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- ✓ ED-to-OR <24H to decrease iatrogenesis
- ✓ Early mobility – PT by POD 1, OT by POD 2 – enhanced function after the patient returns home
- ✓ Foley discontinued by POD 1
- ✓ Optimizing pain management
- ✓ Reduction in length of stay – aim LOS <5 days
- ✓ Reducing risk of delirium
- ✓ Treating osteoporosis (fall risk, frailty)

How to help: When the surgeon/resident creates the Case Request, in the Procedure Description, enter **Co-Care** followed by the procedure.

Panel 1 (Orthopedics)

ARTHROPLASTY HEMI HIP

Procedure: ARTHROPLASTY HEMI HIP

Procedure description: CO-CARE, LEFT ARTHROPLASTY HEMI HIP

Laterality: Left Right Bilateral N/A

Anesthesia:

When you hover over the case on the Snapboard, you can also see in the description that this is an Ortho Co-Care case.

Primary Procedure: CO-CARE, LEFT ARTHROPLASTY HEMI HIP; Surgeon: Azer, Emil, MD

Start (scheduled): 2:00 PM; Proc End: 1532

Panels: Emil Azer, MD performing CO-CARE, LEFT ARTHROPLASTY HEMI HIP (General)

Azer; ARTHROPL...

Azer; CO-CARE, L...

Annual Cybersecurity Training

By Christopher Collins

Cybersecurity is an important part of protecting the Upstate community from malware, phishing, social engineering, and ransomware. Today, information is widespread and readily available at your fingertips. Sensitive data is becoming more digitized, and as technology becomes more complicated so do cyber based attacks. The following video describes various forms of phishing, and the steps that you can take to protect yourself and the digital assets at Upstate Medical University: [2023 Cybersecurity Training.zip](#)

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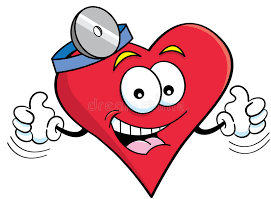
Clinical Documentation Improvement (CDI) Tip for February 2023

By the CDI Physician Advisory Group

Query Response & Follow Up - Query response is best achieved by ensuring documentation is updated in the medical record through updating the most recent Progress Note or Discharge Summary. CDI has a dedicated query escalation procedure followed by each CDI Specialist and includes our CDI Physician Advisors to offer both an opportunity to bridge the gap between clinicians and ensure timely response to CDI queries. Please see the attached tip sheet for more information. For questions, please contact the CDI Hotline at 315-464-5455.

Outstanding Physician Comments

Comments from grateful patients receiving care on the units and clinics at Upstate:



Breast Care Center: Dr. Daniel Thomas was very kind, professional, explained everything and listened well. Would highly recommend him! Dr. Daniel Thomas was very patient with me through the entire process.

CC Emergency Department: Special thanks to Dr. Tomas Mujo for staying after hours to address and care for my ER visit reason. Dr. Tomas Mujo replaced my PICC line so I could continue IV treatment at home. Thank you.

Community Campus – Virtual: Dr. Walter Hall directly answered all my questions.

EU: Dr. Sherif Elwan – great!

Family Medicine: Dr. Kaushal Nanavati – caring and upbeat individual, good listener, just what I needed!

Family Medicine at Community: Dr. Paula Brooks – very pleasant and helpful. Dr. Paula Brooks is outstanding in all areas. She is knowledgeable and intelligent. Furthermore, her genuine concern is clearly sincere. She gives me a sense of confidence. Dr. Paula Brooks has tremendous personality. One really feels cared for and important when being treated. I have never been happier with my primary care doctor. I am thrilled with Dr. Paula Brooks. I moved to the practice when Dr. Paula Brooks moved to Upstate. I would recommend this practice to anyone. In fact, my wife switched to Dr. Paula Brooks based on my experiences.

GYNONC MI: I am praising Dr. W Douglas Bunn. He took his time, answered my questions and referred me to people who may be able to assist me in finding the reason for my pain. Dr. W Douglas Bunn – very kind.

Heart and Vascular Center: Dr. Jamal Ahmed for his knowledge, expertise, and being an amazing doctor. Dr. Jamal Ahmed – excellent!

Joslin Center for Diabetes: Dr. Roberto Izquierdo was the first endocrinologist I have had that equipped me with the necessary knowledge and tools to deal with my lack of adrenal glands. He also set up the MyChart for me that we use to communicate between visits. Dr. Vishwanath Pattan was understanding. Dr. Vishwanath Pattan explained everything

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clearly and was professional and caring – everything I want from a doctor. **Dr. Vishwanath Pattan** was kind, attentive, informative, and very professional.

Multidisciplinary Programs Cancer Center: **Dr. Alexander Banashkevich** was great! He too was knowledgeable, empathetic, caring, and made me feel like he was there for me, no matter what. He gave me his business card to follow up with him if I had any questions. **Dr. Kristin Kelly** – listens, explains things well, careful, does not rush to surgery. **Dr. Kristin Kelly** even popped in just to check on me. **Dr. Lisa Lai** was great, she is very friendly, knowledgeable, compassionate, caring, everything a provider needs to be when talking with a newly diagnosed breast cancer patient. **Dr. Lisa Lai** was very good. **Dr. Kaushal Nanavati** – I could listen to him forever! He has so much knowledge about how to take better care of yourself. He should make YouTube videos of his presentation so that a patient can listen to what he has to say when they get home and or if they are interested in more details. He has a lot to offer to give some ‘control’ back to the patient, because what he shares, the patient needs to buy into. **Dr. Kaushal Nanavati** is the BEST! He has so much knowledge and his delivery is excellent! I am grateful to have **Dr. Ruham Alshiekh Nasany** as my neuro-oncologist. She always explains things well and is interested in my best interests. I was very impressed with **Dr. Daniel Thomas’s** professionalism. In fact, I have already recommended him and Upstate to many friends. In short, **Dr. Lisa Lai**, **Dr. Kaushal Nanavati**, and **Dr. Alexander Banashkevich** are all excellent and I will keep them at the top of my list if any family and or friends need someone with their expertise. **Dr. Thomas Vandermeer** had a very kind, caring demeanor and took his time when meeting with me.

Pediatric After Hours at Community: **Dr. Phillip Mackewicz** was very approachable, patient, and kind with my child. Little things like kneeling down to his level, asking about his stuffy in a friendly voice, and waiting for my child to respond before examining him made him feel more at ease. **Dr. Alison McCrone** – amazing!

Pediatric Gastroenterology: We absolutely love **Dr. Rheu Cristine Candava**. He is compassionate and takes time to explain concerns, recommend treatment, and answer questions.

Pediatric Multispecialty Clinic: **Dr. Christopher Fortner** is amazing. My daughter is very comfortable with him and feels like he really helps her. **Dr. Christopher Fortner** always goes above and beyond for him no matter what he is going through at any time whether it be health wise or needed to have a device in the exam room. He is patient and makes him feel at ease. **Dr. Christopher Fortner** is very efficient with getting back to me. Grateful to have him on his team. **Dr. Zafer Soultan** took time to make sure we understood what the next steps would be in his care and tried to engage him as well. It was wonderful seeing the provider interact with my child so he was not as scared.

Peds Neph, Rheum, Integrative Med: **Dr. Caitlin Sgarlat Deluca** is AMAZING! Thorough, thoughtful, kind and informative.

SUNY Upstate – Virtual: **Dr. Sharon Brangman** is excellent! **Dr. Jenny Meyer** listened to my questions and concerns and took the time needed to answer each issue thoroughly. I would (and have) recommended **Dr. Prateek Wali**. He explains things very well and is easy to ask questions.

Surgery – UH: **Dr. Michael Archer** – fantastic, friendly, courteous and helpful.

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Surgical Subspecialties at Community: I liked **Dr. Mackenzie Trovato** very much. She listened to me and explained everything to me.

Transplant Center: **Dr. Scott Schurman** is an awesome doctor and sensitive to him always.

UHCC – Neurology: **Dr. Anuradha Duleep** is the most understanding and attentive doctor I have ever had! Thank goodness. **Dr. Anuradha Duleep** because she listened to me and gave a solution. **Dr. Luis Mejico** was wonderful. He explained everything about my eye. He had teaching students with him and I feel fortunate that he was able to see me. He is an excellent doctor. **Dr. Eufrosina Young** impressed me.

University Pediatric & Adolescent Center: **Dr. Joshua Bonville** is wonderful.

University Cardiology: **Dr. Robert Carhart** – amazing!

University Center for Vision Care: **Dr. Preethi Ganapathy** is kind and truly cares about her patient's needs. **Dr. Robert Swan** impressed me. Great doctor. **Dr. Robert Swan** – very kind, informative, and pleasant.

University Geriatricians: **Dr. Vikrant Tambe** always greatly impresses. Very thankful we were directed to **Dr. Dona Varghese**! So helpful! We loved **Dr. Dona Varghese**. She was kind, patient, and respectful. We look forward to seeing her in June.

University Internists: **Dr. Vincent Frechette** is a fantastic doctor and a wonderful human being. I consider myself extremely fortunate to have him as my primary care physician. He listens to all my questions and concerns and responds in a compassionate and professional manner. **Dr. Vincent Frechette** really went out of his way to make sure I was OK before leaving the office and it really provided me with a sense of comfort and calm at a very stressful time! **Dr. Vincent Frechette** is the best! Knowledgeable, concerned, personable, and thoughtful. Explains everything extremely well. **Dr. Vincent Frechette** – the best! **Dr. Kaushik Govindaraju** does a great job. Easy to talk to, listens well, and is helpful and understanding. **Dr. Matthew Hess** was very receptive to my input and spent time addressing my concerns. I have recommended **Dr. Matthew Hess** to family and friends. **Dr. Matthew Hess** – wonderful! **Dr. Matthew Hess** is very caring and attentive at every one of my visits. I have recommended him to many people. **Dr. Danielle Kochen** was wonderful!

Upstate Brain & Spine Center: **Dr. Satish Krishnamurthy** showed concern and listened to us.

05A: **Dr. Kristina Go** is an amazing surgeon.

07A: **Dr. Michael Luca** – very good about explaining care and progress. He was very kind and never rushed. **Dr. Michael Luca** of the trauma surgeon team was wonderful.

07C: **Dr. Crystal Whitney** – awesome!

08G: **Dr. Mashaal Dhir** is amazing. Not only a wonderful surgeon, but a great bedside manner. Takes time to listen and respond.

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09G: Dr. Satish Krishnamurthy – excellent care.



~ Amy

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CDI Tip of the Month – CDI Query Response & Follow Up

Query is a communication tool or process used to clarify documentation in the health record for documentation integrity and accuracy of diagnosis/procedure/service code(s) assignment.

Queries may be answered by Nurse Practitioners, Physician Assistants, Residents, Fellows, or Attending Physicians

CDI queries at Upstate are always directed to an Attending Physician who has been responsible for care of the patient during the inpatient encounter.

Where to Find a Query

Attending Physicians: queries are located in Epic In-Basket

NP, PA, Residents & Fellows: queries are located in the Epic Sidebar Activity

If you cannot locate a query, please reach out to a CDI Physician Advisor or Specialist for assistance.

CDI Query Follow Up Practices

Query follow up is a standardized process for consistency and performed in accordance with the CDI Query Escalation Procedure.

Business Day 1	Query is placed, no follow up performed
Business Day 2	If no response, CDS will Secure Chat most recent provider (NP, PA, Resident, or Fellow) of record to alert there is a query & request response by close of business day
Business Day 3 & 4	If query remains unanswered, CDS will e-mail Attending and any other current providers involved in patient care (NP, PA, Resident, or Fellow) for response, including CDI Physician Advisor & CDI Leadership
Business Day 5	If no response is received by Business Day 5, Attending of record is issued No Response, including CDI Physician Advisors, CDI Medical Director, and Chief Medical Officer
Retrospective Queries	For any queries placed after discharge, an e-mail will be sent to Attending of record (NP, PA, Resident, or Fellow will be included if Discharge Summary is not cosigned) to request response. If the provider is unavailable, please e-mail back with an expected date or time frame for response.

Query Responses

Responses by Attendings and Nurse Practitioners provided directly on the query are sufficient to satisfy response.
Best practice is to update documentation within the medical record.

Responses by Physician Assistants, Residents, and Fellows must be placed within the medical record to ensure an Attending can review and cosign documentation.